

Duane Spencer

EXPERIENCE

Le Colonial, Houston TX – Host

June 2022 – Current

- Warmly greeted and escorted guests to their tables seating 70-200 guests per shift.
- Presented menus and daily specials to guests.
- Swiftly and gently addressed any customer concerns escalating to management when necessary.
- Managed the reservation log with accuracy and detail, noting any special occasions and requests.

XOXO Dining Room, Dallas TX – Host

March 2021 – February 2022

- Warmly greeted and escorted guests to their tables seating 400-600 guests per shift.
- Presented menus and daily specials to guests.
- Swiftly and gently addressed any customer concerns escalating to management when necessary.
- Managed the reservation log with accuracy and detail, noting any special occasions and requests.

Nationstar Mortgage, Dallas TX – Customer Service Representative

November 2020 – February 2022

- Answered 50-60 calls per day meeting the expected quota.
- Provide prompt customer support with a professional, friendly, and patient attitude.
- Received a 5-star customer satisfaction rating through voice and email communications.
- Listened to, diagnosed, and resolved account issues by submitting escalations to the correct departments.